



Nene Valley
Partnership

Excellence in Education

Wollaston School



FRONT OF HOUSE RECEPTIONIST

Job Description

2026 / 2027

WOLLASTON SCHOOL

JOB DESCRIPTION

NAME OF POST HOLDER:

POST TITLE: FRONT OF HOUSE RECEPTIONIST

Post Purpose: To provide high-quality front of house customer service to the school, including welcoming visitors.

Working Hours: 39 weeks. AM hours – 8am to 2pm (30 hours per week), PM hours – 2pm to 5pm (15 hours per week), Monday to Friday.

Salary/Grade: NJC scale Grade D. Point 3 - 4

Reporting to: PA to Head of School

Disclosure Level: Enhanced DBS

General administrative responsibilities.

- To receive and direct all visitors to the school site, ensuring that they are greeted promptly and courteously, and are identified and directed in accordance with safety, security/safeguarding, data protection regulations and school policy.
- To handle and respond to routine school enquiries and queries: asking questions, seeking clarification and providing general information about the school as appropriate.
- To ensure that the reception area is kept tidy and free from hazards, and that any displays and notices are in good condition, are up to date and clearly displayed.
- To operate the school's communication systems to Site Staff, particularly in respect of deliveries to the school site and in the case of an emergency.
- To manage the effective running of the meeting rooms and ensure visitors are provided with refreshments and meetings run to schedule.
- On a daily basis, to monitor the school's central 'Office' email account, redirecting/distributing as appropriate to the relevant parties across school, and ensuring routine enquiries are responded to
- Provide support for staff, parents and students in the use, maintenance and updating of other whole school electronic systems, such as Arbor, as appropriate.
- Produce standardised school letters as directed, such as student attendance, effort levels, trips and visits, form reports, for parents' evenings etc.
- Assist with updating the school's Social Media accounts, website and internal display screens, sourcing relevant and useful information to promote.

Additional Responsibilities

- Maintain supportive relationships with parents and outside agencies, facilitating support for children's attendance, access and learning, and supporting home-school and community links.
- To monitor late arrivals and receive messages from parents, ensuring that all students arriving late/leaving the site during school time are recorded in the appropriate manner.
- To respond to student queries ensuring that all student information is treated in a sensitive and confidential manner, and when appropriate passed on to the relevant member of staff.
- To sort and distribute incoming mail, and to assist in the preparation of all outgoing mail for despatch as required (including school reports) – in line with the Royal Mail postal system, keeping a daily log of outgoing school post.
- Work within and encourage the school's Equal Opportunity and diversity policies.
- Contribute to the overall ethos, work and aims of the school by attending relevant meetings and adhering to policies and procedures within the school, participating in staff meetings and training days/events as requested.
- Undertake any other administrative duties as directed by line manager.
- Undertake any other reasonable duties that are in keeping with post as may be determined from time to time by the Head of School.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.

Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.

The school will endeavour to make any necessary reasonable adjustment to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

This job description is current at the date below but will be reviewed on an annual basis and, following consultation with you, may be changed to reflect or anticipate changes in the job requirements which are commensurate with the job title and grade.

Signatures

Signed

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Front of House Receptionist

Signed

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Head of School

Date

.....

Date

PERSON SPECIFICATION

	Essential	Desirable
SKILLS, KNOWLEDGE & EXPERIENCE		
Demonstrable first-class administration, organisation and secretarial skills	X	
Proficient ICT user; highly skilled in the use of all Microsoft Office packages particularly Word, Excel, Outlook [email] and Powerpoint and specialist school electronic communication software	X	
Accurate and fast typing and word processing skills	X	
Previous experience of working independently, ideally within an office environment – consistently and positively fulfilling your role within the wider team function	X	
Ability to communicate effectively both in verbal and written form – particularly a good level of written English	X	
Ability to adhere to legislation, codes of practice and policies/procedures within the school environment	X	
Experience of working within a school environment and/or in similar role		X
QUALIFICATIONS		
A good level of general education: preferably educated to A-level standard or equivalent [<i>to include GCSE English & Maths at Grade C or above (or equivalent)</i>]	X	
Recognised secretarial and/or ICT qualifications (relevant to the role)		X
PERSONAL QUALITIES		
Excellent interpersonal and communication skills, with a sound customer service approach. A pleasant professional manner	X	
Ability to build and maintain effective/professional working relationships with all stakeholders of the school	X	
Excellent organisational skills, with the ability to be flexible, manage time effectively, and demonstrate initiative when required	X	
High level of accuracy and attention to detail, with an ability to preserve the confidentiality of information as appropriate	X	
Evidence that you have a calm personality, are able to work effectively under pressure and meet deadlines – multitasking and using your own initiative as necessary	X	
Ability to operate effectively individually or as part of a team when required	X	